

fig 1

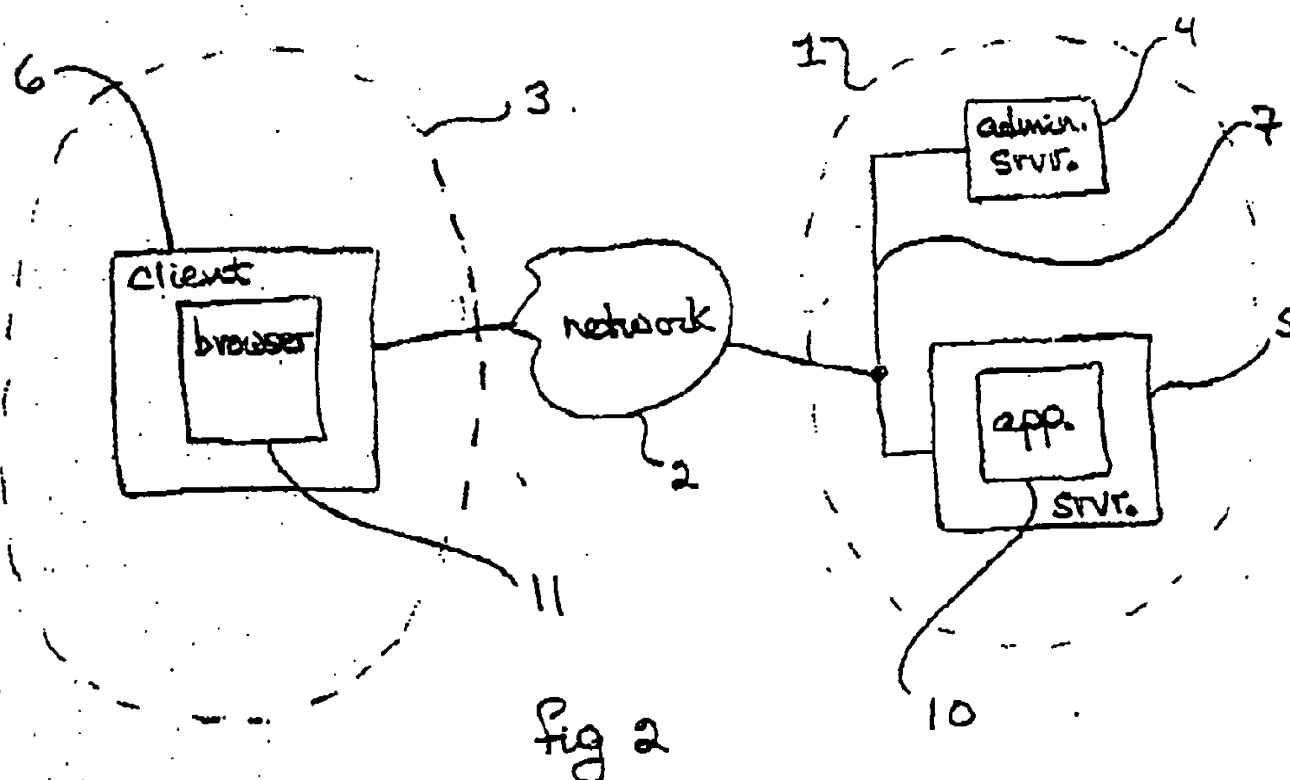
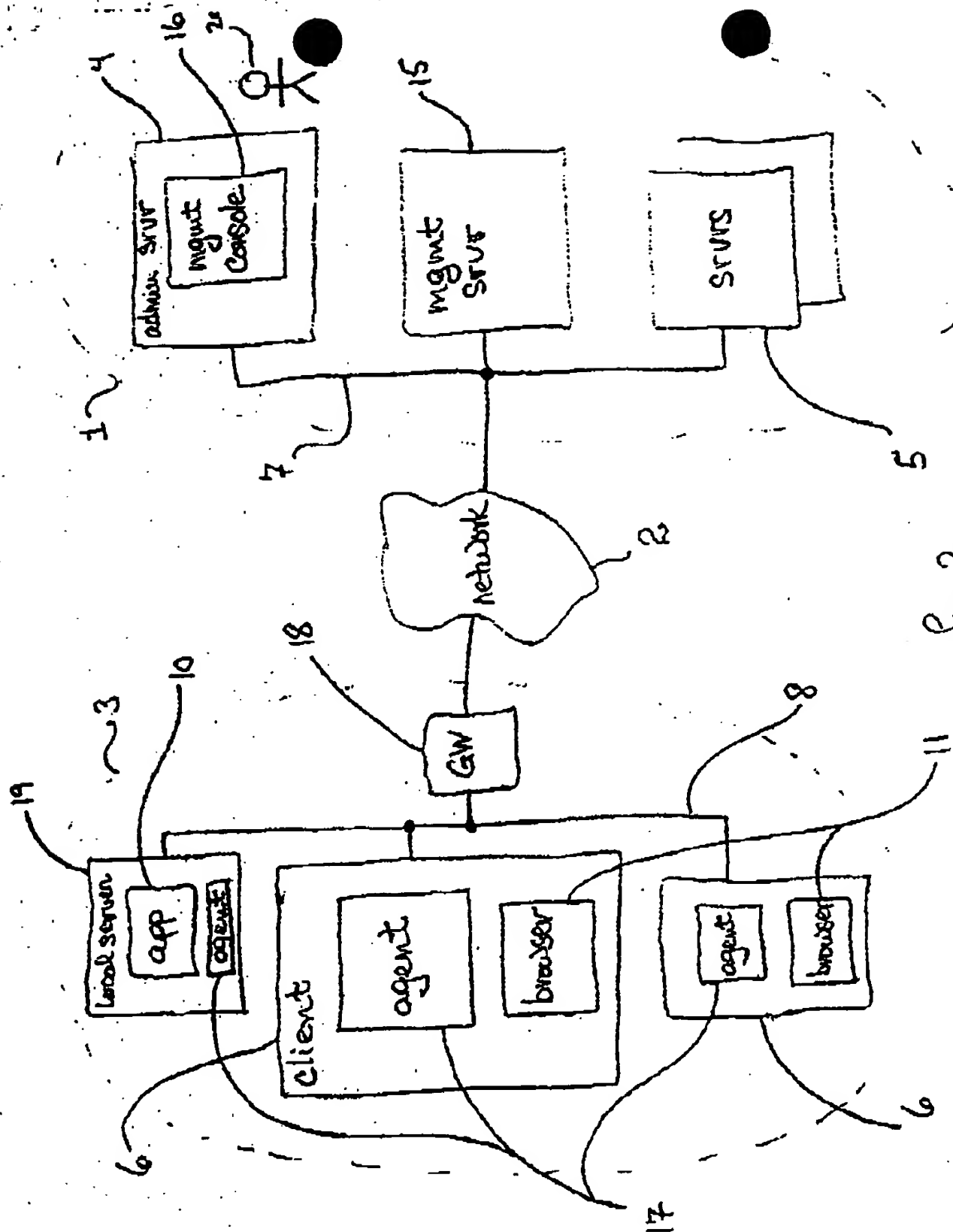


Fig 2



37

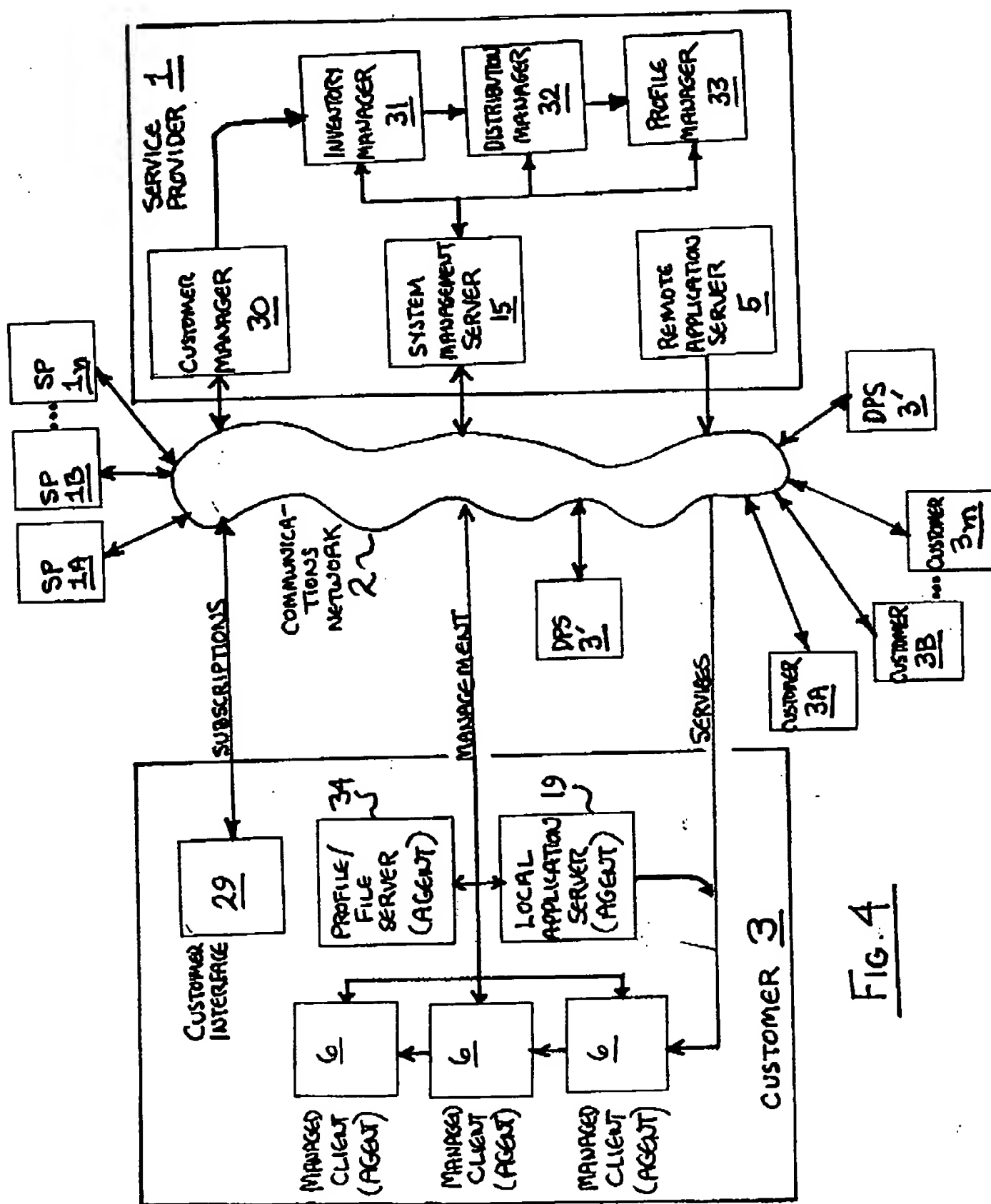
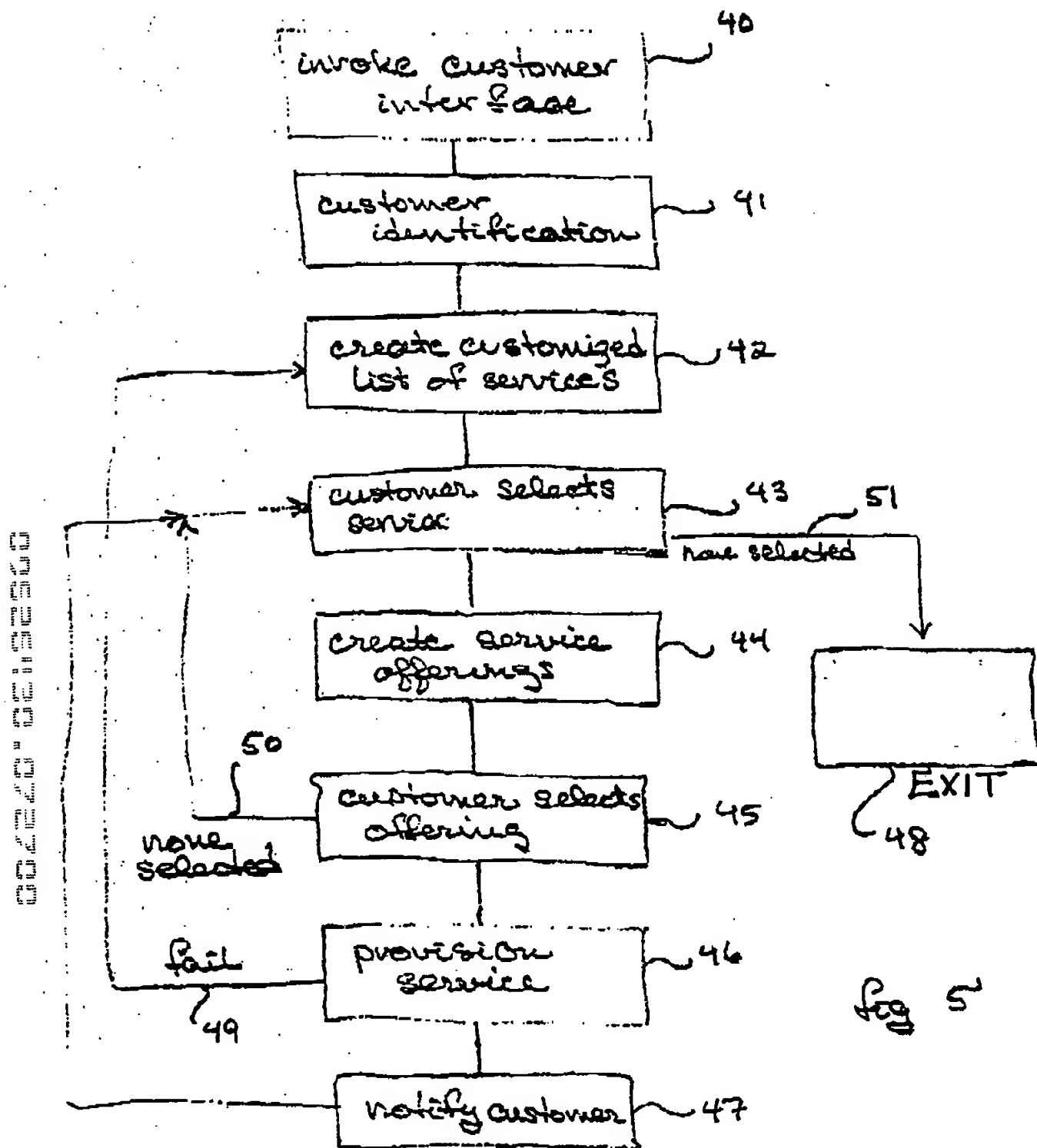


FIG. 4



[illegible]

Fig 6

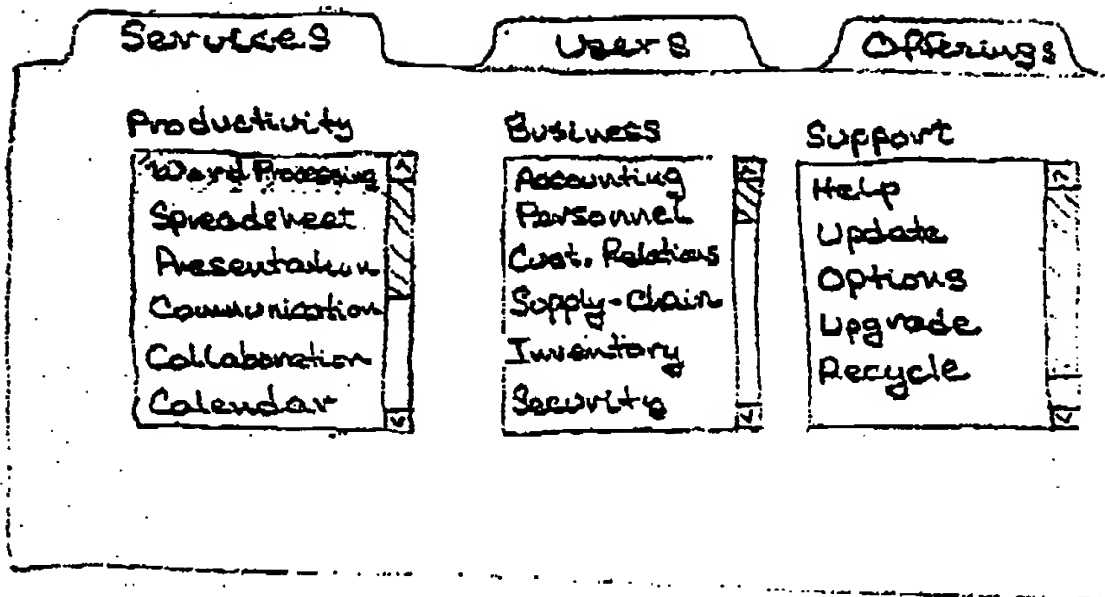
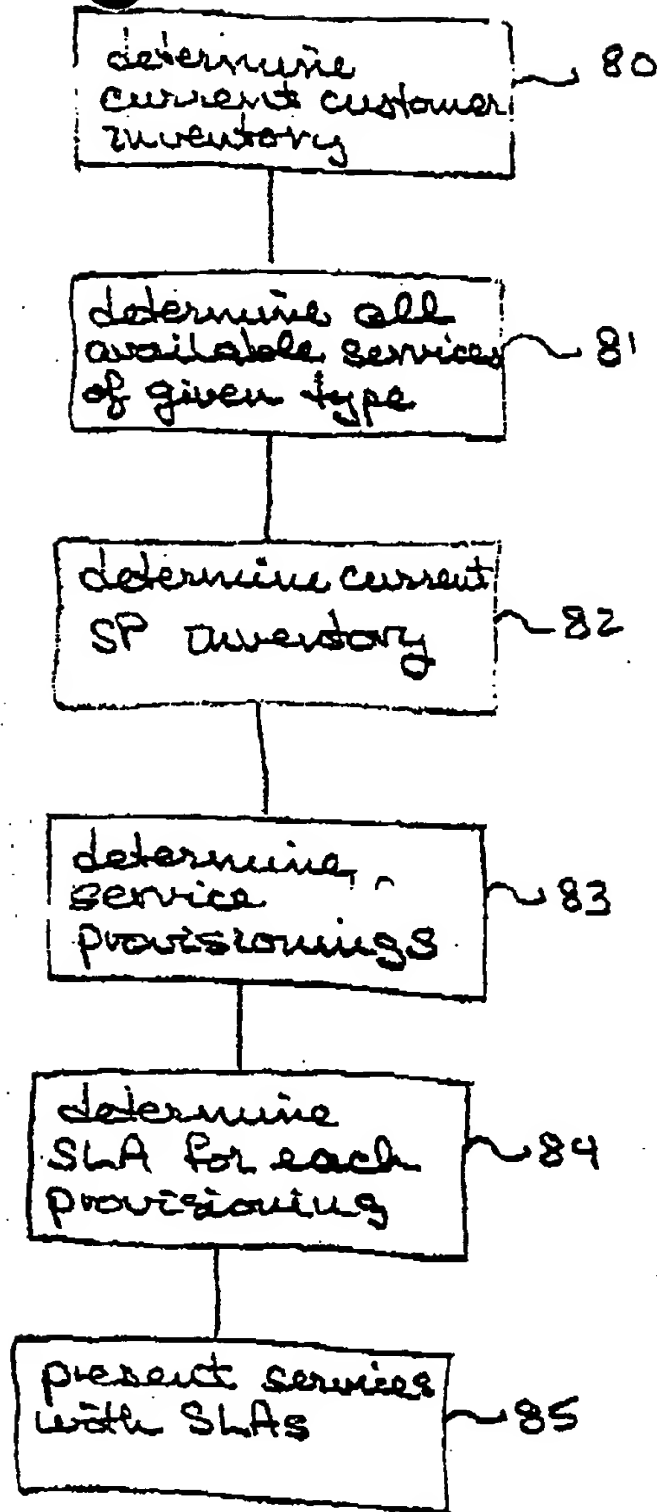


Fig 7

Services	Users	Offerings
Word Processing	H	M L
Word 2000	○	○ ○
WordPerfect	○	○ ○

Fig 9

[illegible]

8 fig

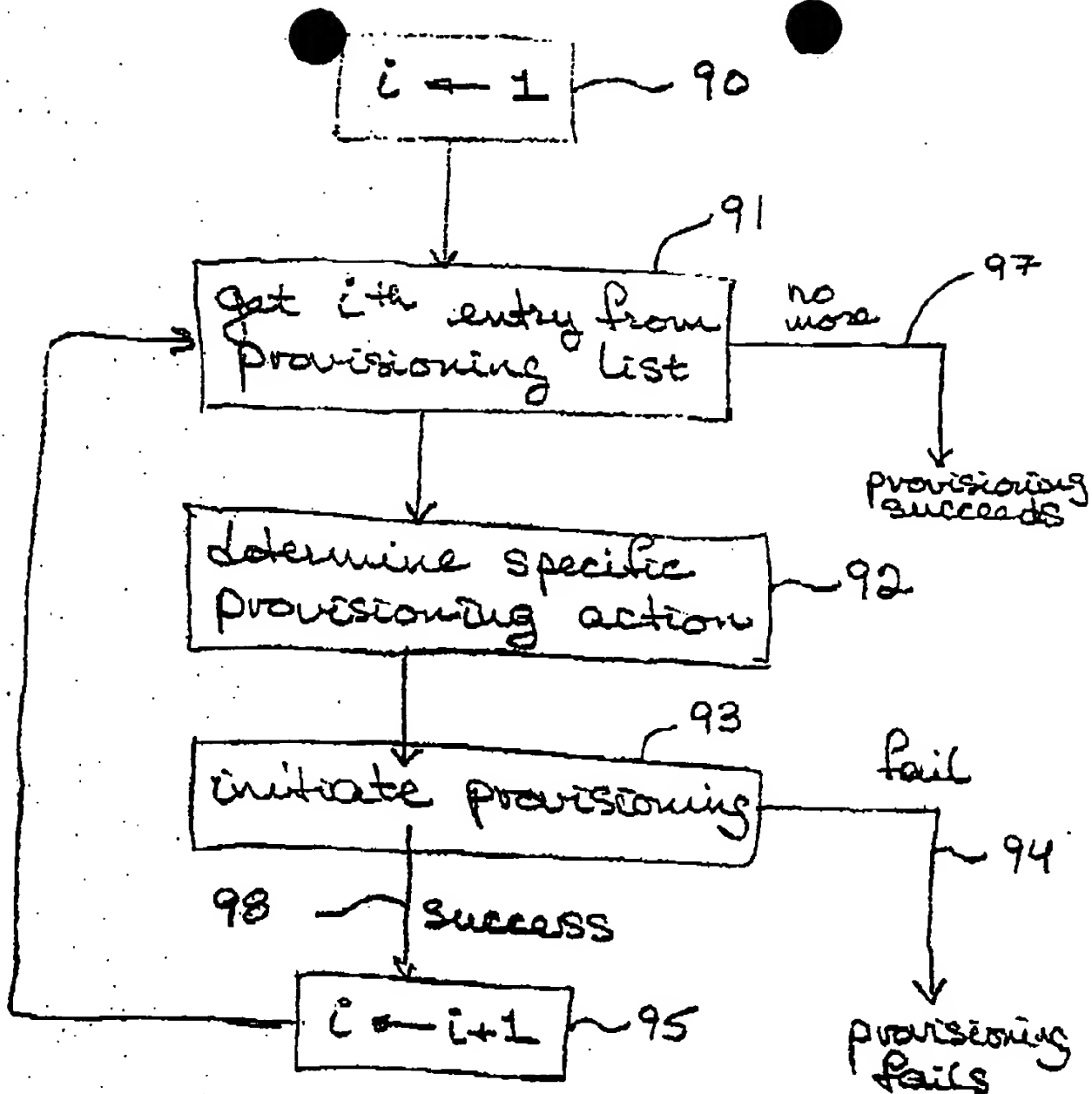


Fig 10



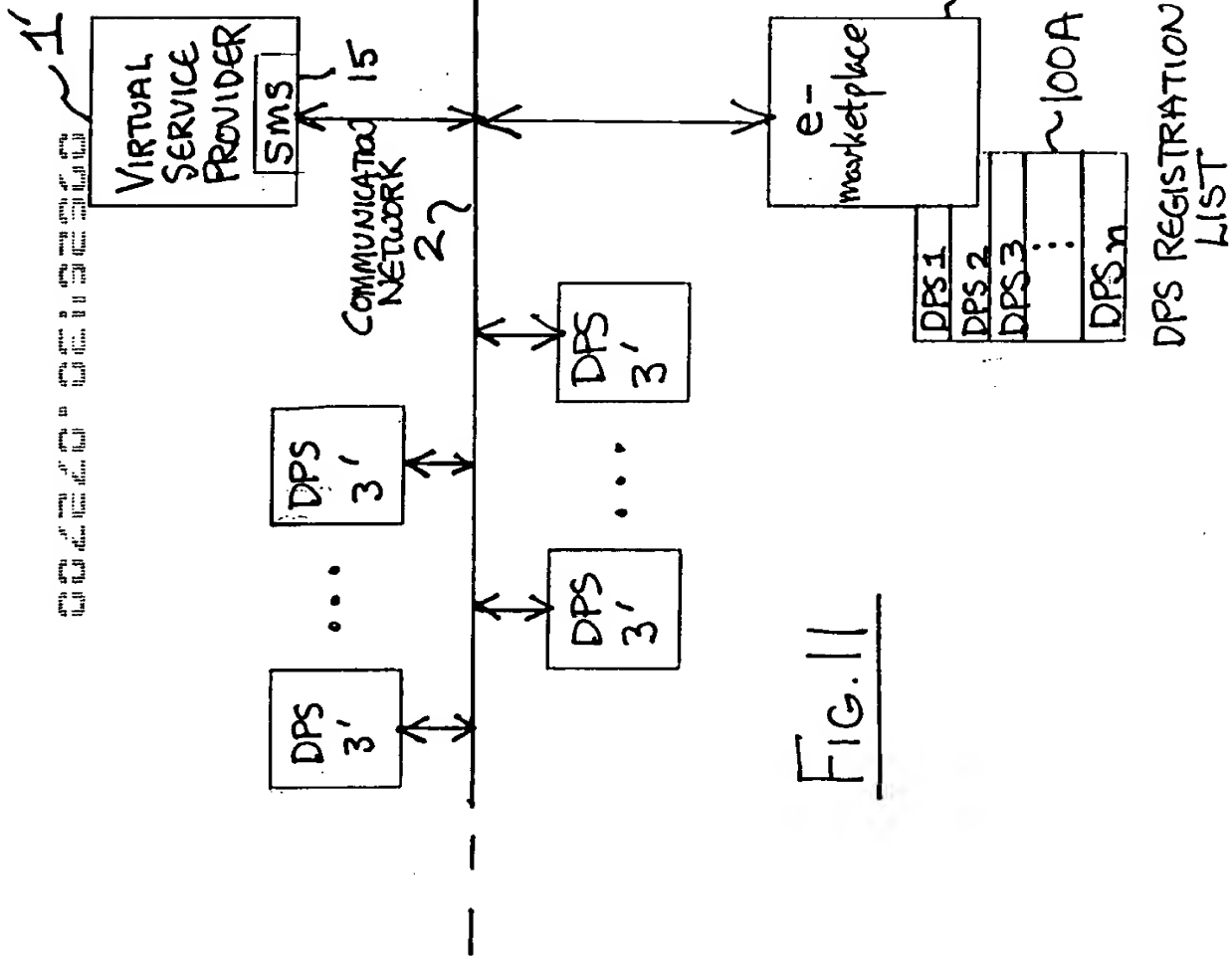


FIG. 11